


GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
<b>Chapter 12</b>	<b>Direction</b>	
<b>Date Initially Effective 10/03/94</b>	 <b>By The Order Of:</b> <b>Hassan Aden, Chief of Police</b>	
<b>Date Revised 07/30/13</b>	<b>Date Reissued 07/30/13</b>	<b>Page 1 of 8</b>

The Greenville Police Department recognizes the need to establish the authority of the Chief Executive Officer; designate command during the absence of the Chief Executive Officer; establish accountability of supervisors for the performance of subordinates; and establish the scope of a written directives system.

Toward that goal, policies and procedures are established to ensure the accountability of supervisors for the performance of subordinates, to resolve conflicting orders, and to coordinate efforts and communications.

The written directive system is designed to achieve this goal and is the means by which policies and procedures are developed, revised, and maintained. The purpose herein is to establish a consistent format for written orders, directives, policies, and procedures.

### **12.1.1 AUTHORITY AND RESPONSIBILITY OF THE CHIEF OF POLICE**

CALEA Standard: 12.1.1

Chapter 160A-281 and 160A-284 of the North Carolina General Statutes, and Title 5 Section 5-1-2 of the City of Greenville Charter and Code of Ordinances, gives the Chief of Police authority and responsibility for the management, direction, and control of the operations and administration of the Police Department.

### **12.1.2 COMMAND PROTOCOL**

CALEA Standard: 12.1.2

#### **In Absence of the Chief of Police**

The Chief appoints, by written directive, an individual to act as Officer in Charge of the Department during the Chief's absence. The Officer in Charge has the authority to act in the capacity of the Chief in carrying out day-to-day activities of the Department. The Officer in Charge does not have the authority to approve personnel actions involving transfers, disciplinary matters, or salary adjustments unless that authority is expressed in the written directive.

#### **In Exceptional Situations**

In the event time and circumstances do not allow a written directive to be issued, the Deputy Chief assumes the role of Officer in Charge. In the absence of the Chief of Police and the Deputy Chief, the Field Operations Bureau Commander assumes the role of Officer in Charge.

#### **Combined Operations**

In situations involving personnel of different functions engaged in a single operation, command authority will rest with the Bureau Commander or designee of the Bureau responsible for or conducting the operation, or as otherwise designated by the Chief of Police.

**Normal Operations**

Command authority in the day-to-day operations of the Greenville Police Department is as follows:

- The Chief of Police
- The Deputy Chief
- The Field Operations Bureau Commander

**12.1.3           LAWFUL ORDER OF A SUPERIOR**

CALEA Standard: 12.1.3

Supervisors at each level in the Department are accountable for the performance of employees under their immediate control. Employees shall obey all lawful orders of a superior, including orders relayed from a superior by an employee of the same or lesser rank.

An employee who receives conflicting orders or directives will advise the person who issued the most recent order of the conflict. If this does not resolve the conflict, the employee shall obey the last order or directive given. Officers or employees shall not be held responsible for disobedience of the order, rule, regulation, or directive previously issued. Under these circumstances, the responsibility for the conflict shall be upon the superior officer giving the last order or directive. Officers or employees shall not obey any order which they know or should know would require them to commit any illegal act.

**12.1.4           COORDINATING DEPARTMENT ACTIVITY**

CALEA Standard: 12.1.4

All Units, Divisions, and functions of the Department will encourage and support the exchange of information for the purpose of coordinating activities within the Department. Communication will be shared among agency personnel in, at least, the following ways:

- Command Staff Meetings
- Staff Meetings and Briefings
- Crime Analysis Reports
- Press Releases
- Attendance at Shift Briefings by personnel from other functions
- Special Orders and Memorandums issued to all functions

**12.2.1           WRITTEN DIRECTIVE SYSTEM**

CALEA Standard: 12.2.1, 12.2.2

Written policies and procedures defining the functional role set forth the purpose, mission, goals, basic problems, and priorities of the Greenville Police Department. Such policies and procedures demonstrate that the Greenville Police Department intends to be responsive to, and protect the Constitutional rights of the community. The Greenville Police Department written directive system includes a mission statement and agency values as follows:

**Mission Statement**

The Greenville Police Department exists to enhance public safety and quality of life, in partnership with all people in our community, by preventing crime with honor and integrity.

**Value Statements**

- The Greenville Police Department is committed to protecting and preserving the rights of individuals as guaranteed by the Constitution of the United States

- While the Greenville Police Department believes the prevention of a crime is its primary responsibility, it aggressively pursues those who commit serious offenses.
- The Greenville Police Department actively solicits citizen participation in the development of police activities and programs that impact their neighborhood.
- The Greenville Police Department believes that it achieves its greatest potential through the active participation of its employees in the development and implementation of policies and programs.
- The Greenville Police Department is committed to effectively managing its resources for optimal service delivery.
- The Greenville Police Department is committed to participating in programs that incorporate the concept of a shared responsibility with the community in the delivery of police services.
- The Greenville Police Department believes integrity and professionalism are the foundations for trust in the community.
- The Greenville Police Department is committed to an open and honest relationship with the community.
- The Greenville Police Department recognizes the academic achievements of its employees, whether personal or job-related, and encourages individual growth and self-actualization of all its employees in their pursuit of a higher education.

**Application of Values**

Employees are to be familiar with and understand each of the department's values. When developing new programs or activities, managers are to ensure that each is consistent with the Department's stated values. Periodic inspections shall ensure that existing programs and activities are consistent with Departmental values.

**Written Directive System**

The Greenville Police Department's Policy and Procedures Manual contains the Department's written directives system. Departmental directives are intended to disseminate policies, rules, and procedural guidelines to employees in order to carry out the agency's activities. Policies set forth the Department's goals, values, and principles and establish permanent guidelines for the operations of the Division, Section, or Units in the Department.

The Greenville Police Department's Policy and Procedures Manual provides employees with a clear understanding of the constraints and expectations relating to the performance of their duties. It permits rapid access to individual policies and procedures and it differentiates types of directives and their function. Each chapter of The Greenville Police Department's Policy and Procedures Manual addresses a particular topic and issues related to that topic. Each chapter contains statements of agency policy, rules, regulations, and procedures for carrying out Department activities relative to the topics covered by the chapter.

The directive system shall include any communications that serve to guide or affect the performance or conduct of employees. All of the following may serve as written directives:

- Policies
- Procedures
- Rules & Regulations
- General Orders
- General Order Addendums
- Personnel Orders
- Special Orders
- Memorandums
- Instructional Material

Policies and procedures constituting general orders of the Greenville Police Department as authorized and issued by the Chief of Police shall be collected and maintained in the Greenville Police Department's Policy and Procedures Manual. General orders, supplemental policies, procedures, and related administrative or operational information is contained in the following Department authorized manuals and leaflets:

- Greenville Police Department's Policy and Procedures Manual
- All Hazards and Emergency Mobilization Plan
- Field Reporting Manual
- Field Training Manual
- Performance Appraisal and Evaluation Procedures Manual
- Manual of Classifications and Delineations of Job Duties and Responsibilities
- Manual of Guidelines for Recruitment and Selection
- Promotion Manual
- Communications Center Procedures Manual
- Communications Center Training Manual
- Infection Control Plan
- GPD Shift ID Training Manual
- GPD Multi-Year Plan
- GPD Recruitment Plan and EEOP
- GPD Employee Directory
- Annual Legal Updates
- Law Enforcement Accreditation
- Volunteer Chaplaincy Program

**Authority and Control of Written Directive System**

The Chief of Police has authority and control over the written directive system. It is the responsibility of the Chief of Police to issue, modify, and approve all written directives. Under this authority, the Chief of Police identifies persons and positions authorized to develop written directives and to incorporate them as policy or procedure into the Greenville Police Department's Policy and Procedures Manual. The coordination of the written directives process is accomplished through the accreditation function under the direction of the Administrative Bureau Commander.

The Greenville Police Department shall seek input from a cross section of Department personnel in the formulation of any new policy or the revision of existing policy. A review committee comprised of those personnel most closely affected by the policy may be called upon as needed to review and discuss proposed policies and procedures with platoon supervisors, Division Commanders, or other police personnel deemed appropriate in order to obtain additional input on the policies and procedures.

Before being distributed, all directives will be signed by the Chief of Police. All new policy or extensive policy revisions to the Greenville Police Department's Policy and Procedures Manual resulting in changes to operations or procedures within the Department will be approved in accordance with city ordinance by the Office of the City Manager.

**Departmental Directives****Policy**

A written directive broadly outlining agency principles: Policy statements may be characterized by words such as "may" or "should" and provide the framework for development of procedures, rules, and regulations.

**Procedures**

Procedures are a written directive that serves as a guideline for carrying out Departmental activities. A procedure may be mandatory in tone through the use of "shall" or "must" rather than "should" or "may". Procedures may sometimes allow differing degrees of latitude and discretion in carrying out an activity.

**General Orders**

General Orders announce adoption or revision of Department policy and institute permanent programs or procedures affecting more than one subordinate unit. All General Orders shall be issued under authority of the Chief of Police.

**General Order Addendums**

A directive issued by the Chief of Police to modify an existing written directive between major revisions of the Department's policy and procedures manual.

**Special Orders**

Special Orders announce policy or direct procedures concerning a specific event or circumstance, or may be a policy or procedure, which is temporary in nature.

**Memorandums**

Memorandums direct the actions of subordinates in specific situations or circumstances under a level of command not authorized to issue General or Special Orders or Training Bulletins. Memorandums shall not conflict with any policies, procedures, or General or Special Orders.

**Training Bulletins**

Training Bulletins shall be disseminated to inform employees of current professional topics, techniques, or methodologies. Training Bulletins shall serve as part of a continuous training program. The information contained in a Training Bulletin may concern existing law and current changes in the law that will affect daily police operations or the information may serve as practical applications or interpretations of the law.

Training information may be disseminated by the Assistant City Attorney, Training Coordinator, Bureau Commanders, or through the Office of the Chief of Police. It shall be the responsibility of the Assistant City Attorney to review current legal issues to determine if the content impacts the functions of the Police Department and if so, to initiate appropriate procedural changes to maintain compliance with such laws.

**Policy and Procedures Manual Format**

The Greenville Police Department Policy and Procedures Manual shall be organized in the following manner:

- Table of Contents
- Chapter Titles and Subtitles
- Index of Contents, Cross-referenced by Topics and Titles
- Chapter Subject Matter

The Greenville Police Department's Policy and Procedures Manual is organized by chapters that are mirrored to the COMMISSION ON ACCREDITATION FOR LAW ENFORCEMENT AGENCIES STANDARDS MANUAL (CALEA). The numbering system begins with a chapter identifier and then subsection identifiers, i.e. (12.1.1). CALEA Standards are cross-referenced at the beginning of each subsection.

**Policy Review**

Only current written directives shall be kept in the Greenville Police Department's Policy and Procedures Manual. The Greenville Police Department's Policy and Procedures Manual shall be formally evaluated at least annually to determine what policies, procedures, or section thereof, should be canceled, revised, or continued in their present form. Members of the Division or function responsible for the subject matter contained in the directive shall be asked to review the directive. It shall be the responsibility of the Chief of Police through the Accreditation Manager, to initiate the formal annual review.

Commanders and supervisors shall have the on-going responsibility to monitor policies and procedures relative to their function and initiate revisions through the Accreditation Manager as needed. Policy changes may be necessitated by any of the following circumstances, but are not limited to these circumstances.

- Procedural Changes

- Annual Policy Review
- Staff Inspections
- Changes in Accreditation Standards
- Departmental Needs

Policy modifications may be proposed by any member of the Department through the Suggestion Management System or memorandum to the Accreditation Manager via the appropriate chain of command.

The Accreditation Manager shall be notified when changes are recommended to the existing policy manual. Notification of the recommended changes should be made to the Accreditation Manager by submitting a memorandum specifying the required policy additions or deletions. When extensive revisions are required, or additional policy needs to be written, Commanders and Supervisors shall coordinate with the Accreditation Manager to determine the most appropriate resources to assist with the policy rewrites. Generally, this will be members of the Bureau or function responsible for the subject matter contained in the directive.

All rewrites will be edited by the Accreditation Manager. All policy revisions must be written in compliance with CALEA accreditation standards. When a revised directive is issued, the original directive will be rescinded effective with the issuing of the new directive.

#### **Issuing Policy Additions, Revisions, and General Order Addendums**

A directive may be issued as needed under the authority of the Chief of Police which modifies or replaces an existing directive. All revisions to the manual affecting existing policy will be numbered consistent with the original directive. When there is an extensive revision to a policy, the directive sections will be reprinted bearing a revision date and shall be inserted in the manual replacing the original directive.

In between extensive revisions of a policy, limited modifications to policies may be issued as a General Order Addendum. The addendum shall be placed in the GPD POLICY AND PROCEDURES MANUAL section identified as "GENERAL ORDERS ADDENDA". Personnel should indicate with a written notation by the related section of the affected directive that an addendum to the section exists. The addendum should also be identified by including the addendum on the manual's table of contents. All addendums to policy are considered official policy and are binding upon Department personnel. At the next major revision of the policy manual, addendums shall be incorporated into the context of the affected policy.

A cover memorandum to the Unit supervisor shall be attached to all modifications to existing policies. The cover memorandum will direct the purging of rescinded or amended directives and the addition of new directives or addendums to the policy manual. Employees shall sign an acknowledgment and receipt form at the time new or revised policy is distributed. The acknowledgment and receipt form shall be returned to the Accreditation Manager. A list of addendums distributed to date shall be maintained by the Accreditation Manager's Office.

#### **Operational Directives by Memorandum**

##### ***BUREAU COMMANDERS- PERMANENT DIRECTIVES***

All memorandums written by Bureau Commanders which permanently establish or alter Departmental directives constitute GENERAL ORDERS and must be issued under the authority of the Chief of Police. Therefore, such memorandums shall be treated as revisions to the Greenville Police Department's Policy and Procedures Manual and will be distributed as an addendum to the affected policy.

Memorandums permanently affecting any of the following shall be distributed as revisions to the policy manual:

- Established Policy;
- Established Operational Procedures;
- Performance or Conduct of Personnel;
- Personnel Outside the Commanders Authority;

- More than One Organizational Component;
- Compliance with Accreditation Standards;
- City Ordinance or State Law;
- Issues of Legality or Liability.

When a memorandum affects the operations of the Greenville Police Department, the revision will be reviewed by the Command Staff during a regularly scheduled meeting. The Accreditation Manager will review the memorandum to determine any effect on compliance with accreditation standards. Once the memorandum is in final form, it shall be distributed to all employees of the Greenville Police Department as a General Order Addendum.

All memorandums distributed in this manner will carry the same binding effect on employees of the Department as any other directive contained in the Greenville Police Department's Policy and Procedures Manual. Employees shall sign an acknowledgment and receipt form at the time the memorandum is distributed. The acknowledgment and receipt form shall be returned to the Accreditation Manager.

### **Operational Directives by Memorandum**

#### ***BUREAU COMMANDERS-TEMPORARY DIRECTIVES***

Bureau Commanders may issue memorandums involving police action or operational requirements at their discretion and unrelated to the written directive process when such memorandums:

- Are of Temporary Duration
- Contain an Expiration Date not Exceeding Six Months;
- Do Not Affect Personnel Outside of the Issuing Commander's Authority;
- Do Not Change Established Departmental Policy.
- Continue to Comply with CALEA Accreditation Standards

It shall be the responsibility of the individuals issuing memorandums containing an expiration date to review such memorandums prior to the expiration date to establish whether the procedure or information outlined in the memorandum should be renewed as a temporary directive or should become a revision to the Greenville Police Department's Policy and Procedures Manual.

Should the information contained in the memorandum need to be continued, but not included in the Greenville Police Department's Policy and Procedures Manual, the authority issuing the memorandum must re-issue the memo with a new expiration date. When a memorandum is reissued, all prior dated copies of the memorandum shall be considered canceled.

If the information contained in the memorandum needs to become a permanent part of the Greenville Police Department's Policy and Procedures Manual, it shall be the responsibility of the issuing Commander to initiate the policy revision or General Order Addendum process through the Accreditation Manager.

All procedures contained in the memorandum will be canceled at the time of the expiration date if not renewed by a current memorandum or included as a revision to the policy manual.

### **12.2.2 POLICY DISSEMINATION**

CALEA Standard: 12.2.1, 12.2.2

The Greenville Police Department's Policy and Procedures Manual shall be considered the official repository of Department policies and procedures. The Greenville Police Department's Policy and Procedures Manual is available to all personnel electronically through a document retention system. New employees will receive policy

training on specially chosen topics and shall also be advised on accessing the Policy and Procedure Manual electronically.

A hard copy of the Greenville Police Department's Policy and Procedures Manual shall be maintained in the Accreditation Manager's Office. New or revised written directives and addendums will be printed and distributed to all personnel. Employees shall sign an acknowledgment and receipt form for each new or revised directive and maintain an awareness of any changes. The receipt forms will be retained by the Accreditation Manager.

Policies and procedures are applicable to all employees of the Department. It will be the responsibility of each employee of the Department to maintain updated copies of the written directives.

Supervisors shall review all changes to policy and procedures at shift briefings or at a meeting of the various departmental components under their command.